Job Overview Summary:

The Executive Director for Data Center Operations (DC Ops) reports to the Chief Operating Officer (COO) of the Office for Information Resources (OIR) and is responsible for creating the vision and executing the hosting strategies (on premise and in the "cloud") that meets the secure computing and storage business needs at a reasonable cost for State agencies and the non-State entities that OIR has hosting agreements with. The Executive Director may be required to work nights and weekends to help resolve data center outages or periods of degraded performance.

The Executive Director for DC Ops is responsible for the efficient operation of two State data centers that supports approximately 1,500 Agency Applications / Systems. One data center is a Tier III facility of 16,000 sq. feet of raised floor space that is primarily used to host production systems with an expected uptime of 99.982%. A second data center is a Tier II facility of 22,000 sq. feet of raised floor space that is primarily used for test and development systems and a disaster recovery capability with an expected uptime of 99.741%. The two data centers host 2,057 servers of which 1,348 are Microsoft Windows operating system based, 609 are Red Hat Linux, and 100 are UNIX. The server hosting environment is 88% virtualized (VMware). Each data center has an Enterprise Hitachi Storage Area Network (SAN) and an EMC VNX 7600 Storage Array that stores a total of approximately 5 petabytes of State data.

The Executive Director for DC Ops is responsible for an organization that consists of 50 State staff and 5 contractors who provide systems administration, middleware support, systems architecture, change management, inventory / reporting services, and data center infrastructure facilities management.

This executive-level position requires someone who is proactive with a sense of urgency and a positive "can-do" attitude. The ideal candidate will demonstrate strong leadership experience with excellent staff development skills, excellent interpersonal skills, excellent written and verbal communication skills, great customer relationship skills with the ability to influence and interact professionally with all types of customers, vendors and co-workers, and must have a track record for meeting goals within established timelines.

Duties and Responsibilities:

- In conjunction with the OIR Financial Director, develop and execute cost-models (pay for services model) that will recover *data center operations* expenses incurred in providing services to State agencies.

- Conduct a monthly *data center operations* budget review to ensure billing is accurate and correctly allocated to the appropriate cost center, revenues cover expenditures and staff overtime / other costs are limited to those that are an operational necessity.

- Develop and execute an Asset Life Cycle Management plan for data center hardware and software that forms the basis of a refresh cycle for budgeting and scheduling purposes.

- Provide oversight / administration of the contracts that support *data center operations*.

- Conduct a yearly assessment of current *data center operations*, including policies, procedures, and organization and make recommendations to the OIR COO for improvement.

- Ensure *data center operations* is in compliance with applicable laws, regulations, contractual requirements, and State Enterprise Security Policies (e.g., the Health Insurance Portability and Availability Act, the Payment Card Industry Data Security Standard and the Internal Revenue Service Tax Information Security Guidelines) to minimize or eliminate risk and to prevent audit findings.

- Develop and maintain a comprehensive *data center operations* audit checklist to assess operational effectiveness / identify potential weaknesses and ensure no new major findings or repeat findings from previous State Comptroller or other audits.

- When provided with security scans identifying vulnerabilities, execute an expeditious remedy.

- Develop business-relevant metrics to measure the efficiency and effectiveness of *data center operations*, facilitate appropriate resource allocation and increase the maturity level of how the data centers operate.

- Conduct a monthly Customer Satisfaction Survey with the goal of achieving an "excellent service" rating from support provided by *data center operations* staff.

- Develop and execute a monthly Server Certificate Plan that ensures certificates are renewed at least 2 weeks in advance of their expiration date.

- Develop and execute a quarterly Server Patching Plan that ensures server operating systems are maintained at the appropriate versioning and patch levels in order to reduce security vulnerabilities.

- Conduct quarterly licensing reviews to ensure that only the appropriate numbers of licenses are used to support *data center operations*.

- Provide a weekly status report of *data center operations* activities, a monthly status report enumerating accomplishments and ongoing activities, and always ensure that operational issues are reported / escalated as soon as possible to the COO.

- In coordination with the OIR Program Director for Disaster Recovery, develop, maintain and test mission-critical data center disaster recovery plans and technical recovery procedures.

- Provide subject matter expertise to executive management and the OIR Project Management Office (PMO) in support of OIR Research and/or Information Technology (IT) projects.

- Work with OIR senior management and directors to ensure appropriate technologies are in place to safeguard the State of Tennessee's infrastructure and data assets.

- Serve as a member of the Information Technology Assessment and Budgeting Committee (IT-ABC) that meets, at a minimum, monthly to review Agency Information Systems Plans and other information systems initiatives submitted during the year.

- Serve as a member of the Change Advisory Board (CAB) that meets weekly to assess recommended changes to the technical infrastructure baseline, and if a change is authorized, to prioritize and schedule implementation of the change to the technical infrastructure baseline.

- Serve as a member of the OIR Leadership Team (OLT) that meets weekly to review status of significant initiatives and discuss other items of importance.

- Serve as a member of the OIR Director Build Book Review Team that meets weekly to conduct high-level architectural reviews and sign-off on system infrastructure design specifications.

Minimum Qualifications:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and six years of professional level experience in information technology.

Non-Substitutable Experience: Four of the six years must include the exercise of managerial responsibilities.

OR

Substitution of Graduate Coursework for the Required Experience: Any additional graduate coursework in information technology may substitute for the required experience on a year for year basis to a maximum substitution of two years.

OR

Substitution of State Experience for the Required Experience and Bachelor's Degree: Four years of experience directing IT operations and functions with the State of Tennessee may substitute for the required experience and bachelor's degree.

- **Must be a United States Citizen**

- **Must be able to receive a pass status from a Tennessee Bureau of Investigation background check**

Special Qualifications:

- Expertise with directing commercial data center operations is desired, but not required.

Please send your resume and cover letter to Lisa Spencer with the Dept. of Human Resources at lisa.spencer@tn.gov